

Ongo Homes Lettable Standard

Welcome to your new home

Here at Ongo, we strive to provide quality homes that are clean, safe and secure. The information below is our Lettable Standard. It details how you can expect to receive your home at sign-up, the standard you are expected to maintain throughout your tenancy and the standard your home should be returned to us in, should you choose to leave.



Clean

Interior decoration	Walls and ceilings will be free from any major defects and there will be no large holes or structural cracking
	Minor cracking up to 5mm will be your responsibility
	Any polystyrene ceiling tiles will be removed and made good ready for decoration by you
	Excessive stained walls & ceilings will be cleaned and where necessary painted in a neutral colour
Properties will have an internal TV aerial socket	
Radiators & storage heaters	All radiators and storage heaters will be in good working order, left in a clean condition and free from excessive rust
Kitchens	Drawers and cupboards will be matching and open and close correctly
	Worktops will be securely fixed, minor scratches and blemishes may be present
	There will be a 600mm (minimum) space for a cooker, washing machine and fridge
	Taps, waste and overflows will be in good working order
	All properties will have a gas or electric cooker point & fittings for a washing machine
	It is your responsibility to arrange any connections of your appliances – please note that for health and safety reasons you should only use a gas safe engineer to install a gas cooker
	Floor surfaces will be washable and free from staining
All plugs and chains will be renewed	
Bathrooms	All homes will be fitted with a shower (this may be an over-bath shower) at let or within 3 months of the let
	All bathroom and toilet fittings will be clean and in good working order
	All light pulls to bathrooms and WC's where fitted will be replaced
	Grouting and sealant will be clean and free of mould
	All toilet seats will be renewed
	All plugs and chains will be renewed
	A new shower curtain, hose and head will be supplied
Floor surfaces will be washable and free from staining	
Cleaning & clearance	All properties will be thoroughly cleaned prior to being let
	The property will be free from water penetration that leads to condensation and mould
	All windows will be cleaned inside the property
	Entry doors will be cleaned inside and out
	All properties will be cleared prior to being let, this includes lofts and outbuildings
Reasonable steps will be taken to minimise infestation, in areas where an infestation is suspected, full treatments will be carried out	

External	Outbuildings will be clear from rubbish and watertight
	Graffiti will be removed
	General waste and recycling bins will be provided and be empty for sign-up
	Guttering will be maintained

Safe

Gas & electric safety checks	We will carry out gas and electrical checks to make sure the heating system, electrics and appliances (where fitted) are safe and in a working condition
	We will provide you with copies of the appropriate certificates when you sign your tenancy agreement
	For safety, the gas supply is capped off when a property is empty

Energy Performance Certificates (EPC)	In all cases we will provide an EPC to show how energy efficient your new home is. This will be provided when you sign your tenancy agreement
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Heating & hot water	Water systems will have been flushed to minimise the risk of Legionnaire's Disease. You will be provided with confirmation that this has been done when you sign your tenancy agreement
	Once you have signed your tenancy agreement and you have set up your utility account (with a minimum of £5.00 credit on any prepayment meters) you will be able to contact us to arrange an appointment to get the gas uncapped We will reinstate gas within one working day of the request from you You won't have any heat or hot water until the gas has been uncapped

Smoke & Carbon Monoxide alarms	All properties will have a working smoke detector fitted
	Where fitted, Carbon Monoxide alarms will be in working order

Lighting	We will make sure there are light bulbs installed throughout the property
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Floors	Floorboards may have some slight movement but will be free from major fault that could cause injury
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Stairs	Staircases will be safe and secure, including handrails and bannisters
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External	Gardens will be free from rubbish, adequately mowed and left in a manageable condition
	Paths to entrances will be in a safe state of repair
	Overgrown bushes & trees will be cut back
	External handrails and steps will be safe
	The structure of walls, canopies and outhouses will be safe and watertight

Secure

Windows & doors	All windows will open and close easily and have lockable handles; window keys will be supplied
	Front and back door locks are changed in all cases
	You will receive three keys for each access door when you sign for the tenancy (these need to be kept safe as nobody has spares)
	All internal and external doors will be free from damage and open and close easily. Damaged doors will either be repaired or replaced if beyond repair
	Where a door has been repaired, it will be primed in readiness for decoration by you as the tenant

Fencing	Existing fencing will be made safe and where necessary will be included on a planned maintenance programme
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